

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims:

1. (Presently Amended) A method for performing interactive computer diagnostic and maintenance actions on an electronic device, the method comprising :

presenting via the electronic device a graphical representation of a text markup language document wherein the graphical representation includes at least one user interactive control for activating a hypertext link;

receiving an activated hypertext link wherein the hypertext link is associated with hypertext link attributes by the text markup language document including attributes specifying a target and a uniform resource locator; and

generating a disk image performing an initial action with respect to the electronic device responsive to receiving the activated hypertext link; and

~~wherein the initial action is one of downloading a device driver identified with a hardware component of the electronic device, generating a disk image, or installing a service pack.~~

2. (Original) The method of Claim 1 wherein the text markup language is hypertext markup language.

3. (Original) The method of Claim 1 wherein the text markup language is Rich Text Formatting.

4. (Presently Amended) The method of Claim 1 wherein ~~the target is RUN and the action causes a file designated by the uniform resource locator to execute~~ generating the disk image comprises executing a file designated by the uniform resource locator.

5. (Presently Amended) The method of Claim 1, ~~wherein the target triggers an action~~ further comprising looking up the uniform resource locator in a database and wherein generating the disk image is responsive to information ~~executing a subsequent action~~ specified in the database as relating to the uniform resource locator.

6. (Canceled)

7. (Canceled)

8. (Presently amended) The method of Claim 1 wherein ~~the action~~ generating the disk image comprises ~~execution~~ executing a disk image dialogue with a source specified in the uniform resource locator.

9. (Canceled)

10. (Canceled)

11. (Canceled)

12. (Canceled)

13. (Canceled)

14. (Presently amended) A computerized system for performing maintenance and diagnostic functions on an electronic device comprising:

a graphical user interface comprising a presentation of a text markup language document;

a user interactive control;

a hypertext link configured to be activated by the user interactive control wherein the hypertext link is associated with hypertext link attributes by the text markup language document including attributes specifying a target and a uniform resource locator; and

a computer resource configured to generate a disk image responsive to receiving the activated hypertext link ~~wherein the response is one of downloading a device driver identified with a hardware component of the electronic device, generating a disk image, or installing a service pack.~~

15. (Original) The computerized system of Claim 14 additionally comprising a database wherein the hypertext link target triggers an action comprising looking up the uniform resource locator in the database and executing a subsequent action specified in the database and relating to the uniform resource locator.

16. (Original) The computerized system of Claim 14 wherein the text markup language is hypertext markup language.

17. (Canceled)

18. (Canceled)

19. (Presently amended) A computer program residing on a computer-readable medium, comprising instructions for causing an electronic device to:

presenting via the electronic device a graphical representation of a text markup language document wherein the graphical representation includes at least one user interactive control for activating a hypertext link;

receive an activated hypertext link request wherein the hypertext link is associated with hypertext link attributes by the text markup language document including attributes specifying a target and a uniform resource locator; and

perform a computer maintenance action with respect to the electronic device responsive to receiving the activated hyperlink request wherein the action comprises is ~~one of downloading a device driver identified with a hardware component of the electronic device, generating a disk image, or installing a service pack.~~

20. (Original) The computer program of Claim 19 additionally comprising:

looking up the uniform resource locator in a database and executing a subsequent action specified in the database and relating to the uniform resource locator.

21. (Presently amended) The computer program of Claim 19, wherein performing the action associated with the target comprises executing a file designated by the uniform resource locator ~~the hypertext link target is RUN and the action causes a file designated by the uniform resource locator to execute.~~

22. (Presently amended) A method ~~for~~ of performing interactive computer diagnostic and maintenance actions on an electronic device, the method comprising:

presenting via the electronic device a graphical representation of a text markup language document; wherein the graphical representation includes at least one user interactive control for activating a hypertext link;

receiving an activated hypertext link wherein the hypertext link is associated with hypertext link attributes in the text markup language document; and

performing a computer maintenance action with respect to the electronic device responsive receiving the activated hypertext link.

23. (New) The method of Claim 22, wherein performing the computer maintenance action comprises generating a disk image.

24. (New) The method of Claim 22, wherein performing the computer maintenance action comprises installing a device driver for a hardware component of the electronic device.

25. (New) A method of performing interactive computer diagnostic and maintenance actions on an electronic device, the method comprising:

presenting via the electronic device a graphical representation of a text markup language document wherein the graphical representation includes at least one user interactive control for activating a hypertext link;

receiving an activated hypertext link wherein the hypertext link is associated with hypertext link attributes by the text markup language document including attributes specifying a target and a uniform resource locator;

identifying a utility program based, at least in part, on the uniform resource locator;

extracting device information from the uniform resource locator; and

executing the utility program associated with the device information, wherein executing the utility program comprises:

identifying a hardware component associated with the device information;

retrieving a hardware device driver associated with both the device information and the hardware component in the electronic device;

installing the hardware device driver; and

configuring the hardware device driver.

26. (New) The method of Claim 25, wherein extracting device information comprises retrieving information from a database.

27. (New) The method of Claim 25, wherein the device information comprises a device identifier.

28. (New) The method of Claim 25, wherein the device information comprises a subsystem identifier.

29. (New) The method of Claim 25, wherein configuring the hardware device driver comprises deleting at least one file.

30. (New) The method of Claim 25, wherein configuring the hardware device driver comprises modifying at least one file.

31. (New) The method of Claim 25, wherein configuring the hardware device driver comprises deleting at least one registry entry.

32. (New) The method of Claim 25, wherein installing the hardware device driver comprises rebooting the electronic device.

33. (New) A computerized system for performing maintenance and diagnostic functions on an electronic device comprising:

at least one hypertext document wherein the document comprises at least one hypertext link and wherein the hypertext link is associated with a target and a uniform resource locator;

a first program comprising a graphical user interface configured to present the hypertext document, wherein the interface comprises at least one user interactive control configured to activate the at least one hypertext link;

at least one utility program, wherein the first program is configured to identify the at least one utility program based, at least in part, on the uniform resource locator and

wherein the first program is configured to extract device information from the uniform resource locator and

wherein the utility program is configured to identify a hardware component associated with the device information and

wherein the utility program is configured to retrieve a hardware device driver associated with both the device information and the hardware component in the electronic device and

wherein the utility program is configured to install the hardware device driver.

34. (New) The system of Claim 33, wherein the first program is configured to retrieve information from a database associated with the uniform resource locator.

35. (New) The system of Claim 33, wherein the device information comprises a device identifier.

36. (New) The system of Claim 33, wherein the device information comprises a subsystem identifier.

37. (New) The system of Claim 33, wherein the utility program is configured to delete at least one file associated with the hardware device driver.

38. (New) The system of Claim 33, wherein the utility program is configured to modify at least one file associated with the hardware device driver.

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39. (New) The system of Claim 33, wherein the utility program is configured to delete at least one registry entry associated with the hardware device driver.

B2 40. (New) The system of Claim 33, wherein the utility program is configured to reboot the electronic device.
